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Changes

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, LaCie assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. LaCie reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes. Canada Compliance Statement This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

FCC Statement

LaCie Starck Hard Disk

Tested to comply with FCC standards for home or office use

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

1. The devices may not cause harmful interference
2. The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by LaCie could void the FCC & Industry Canada regulations and negate your authority to operate the product.

Manufacturer's Declaration for CE Certification

We, LaCie, solemnly declare that this product conforms to the following European standards: Class B EN60950, EN55022, EN55024

With reference to the following conditions: 73/23/EEC Low Voltage Directive; 89/336/EEC EMC Directive

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

CAUTION: This LaCie hard drive's warranty may be void as a result of the failure to respect the precautions listed above.

Health and Safety Precautions

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this user manual carefully and follow the correct procedure when setting up the device.
- Do not open your LaCie Starck or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. Your LaCie Starck contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the LaCie Starck, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Make sure that the computer and LaCie Starck are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock. Power requirements 100-240 V~, 1.5 A, 60- 50 Hz, (Supply voltage fluctuations not exceeding ± 10% of the nominal, transient over-voltages according to over-voltage category II).

General Use Precautions

- Do not expose the LaCie Starck to temperatures outside the range of 5° C to 35° C (41° F to 95° F); or to operational humidity beyond 5-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie Starck or disfigure its casing. Avoid placing your LaCie Starck near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie Starck in an environment that is too cold or humid may damage the unit.
- Always unplug the LaCie Starck from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device.
- Do not use the LaCie Starck near other electrical appliances such as televisions or radios. Doing so may cause interference which will adversely affect the operation of the other products.
- Do not place the LaCie Starck near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your LaCie Starck.
- Do not place heavy objects on top of the LaCie Starck or use excessive force on it.
- Never use excessive force on your LaCie Starck. If you detect a problem, see the Troubleshooting section in this manual.

CAUTION: This LaCie Starck's warranty may be void as a result of the failure to respect the precautions listed above.

IMPORTANT INFO: Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep **TWO** copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

IMPORTANT INFO: 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. Once formatted, the actual available storage capacity varies depending on operating environment (typically 5-10% less).

1. Introduction

Building on over a decade of design excellence, LaCie has created a new line of drives that are timeless and crafted to blend sharp design with high-technology. These latest drives are performance-based solutions that will power you through your specific applications.

The LaCie Starck's intelligent surface responds to your touch – simply touch the front panel to configure an action, such as a backup or program launch, using the included Shortcut Button software.

Ideal for speed intensive applications, the LaCie Starck handles the curves of your demanding data needs. Secure and stable, the LaCie Starck is an ideal way to add space to your computer; you can divide the drive into specific spaces (partitions) for different parts of your data, or leave it alone and simply use it as one big volume.

Quick Links

Click a topic:

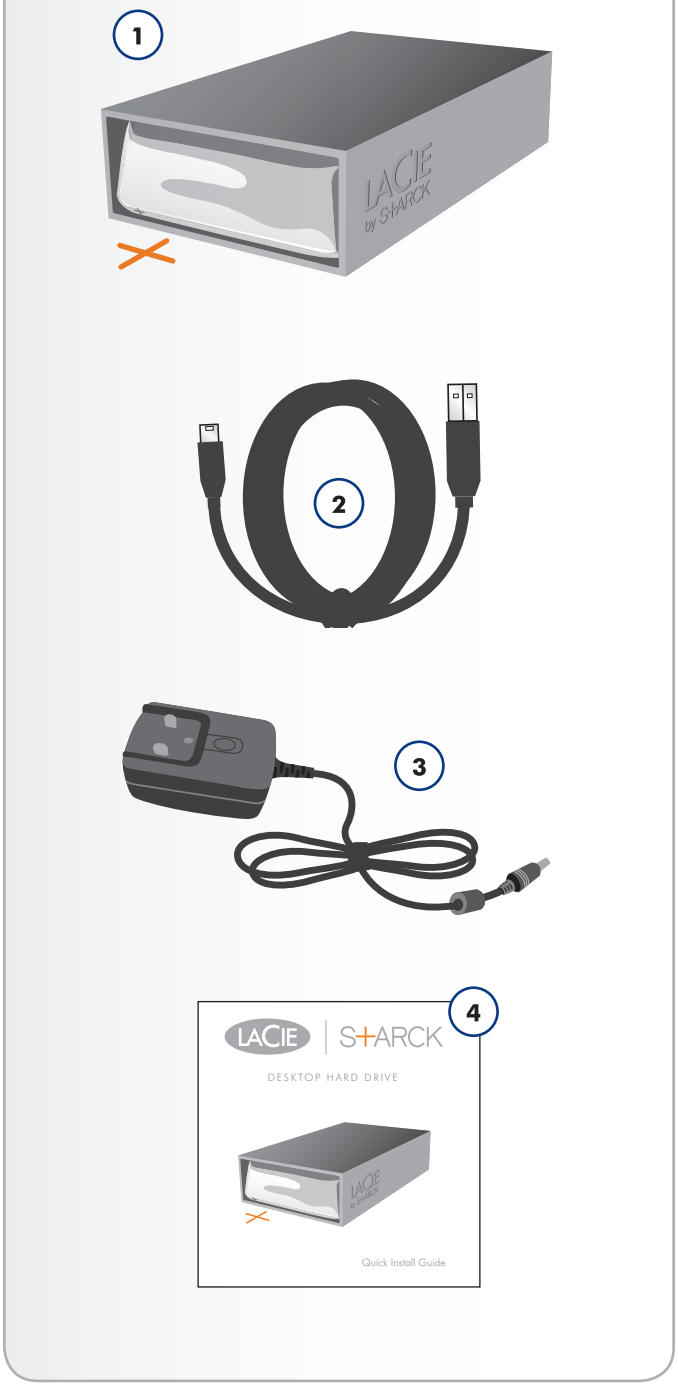
- Getting Connected
- Optional Formatting & Partitioning
- Troubleshooting

1.1. Box Content

1. LaCie Starck Desktop Hard Disk
2. Hi-Speed USB 2.0 cable
3. External power supply with adapters for the US, UK, Australia, and continental Europe
4. Quick Install Guide

NOTE: Storage utilities and user manual come pre-loaded on the drive.

IMPORTANT INFO: Please save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.



1.3. Minimum System Requirements

1.3.1. Windows users

- Windows XP, Windows Vista, or Windows 7
- USB 2.0* interface port
- Minimum free disk space: 600MB recommended

1.3.2. Mac Users

- Mac OS 10.4 or later
- USB 2.0* interface port
- Minimum free disk space: 600MB recommended

• To achieve USB 2.0 speeds, your drive must be connected to a USB 2.0 host port. If it is connected to a USB 2.0 port, your drive will operate at USB 2.0 speeds.

1.2. Views of the Drive

1.2.1. Front View

1. Status LED
2. Intelligent surface (see section *2.4. Configuring the Intelligent Surface*)

1.2.2. Rear View

1. OFF/ON power switch
2. Power supply connection
3. USB 2.0 port

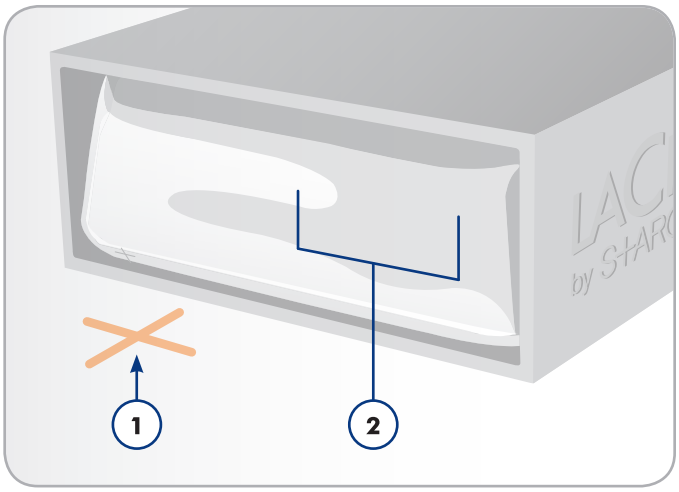


Fig. 01

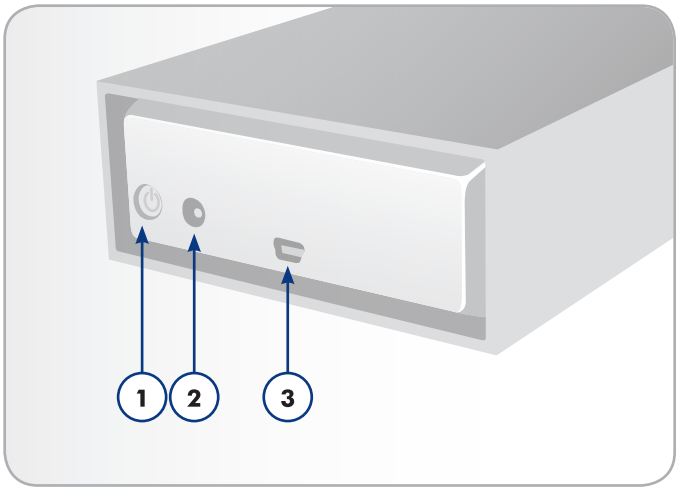


Fig. 02

2. Getting Connected

Follow these steps to quickly get your LaCie hard drive powered on and connected to your computer.

IMPORTANT INFO: Please follow the setup steps in the order they are given to ensure that your LaCie hard drive volume mounts correctly on your computer.

Step 1	*2.1. Turning the Drive On*
Step 2	*2.2. Connecting the USB cable*
Step 3	*2.3. Launching LaCie Setup Assistant*
Step 4	*2.4. Configuring the Intelligent Surface*

2.1. Turning the Drive On

IMPORTANT INFO: Please connect the power supply before connecting the interface cable to ensure that the volume mounts correctly on your computer.

1. Connect the appropriate wall plug adapter for your country to the power supply.
2. Connect the power supply to a wall outlet and to the hard drive (*Fig. 03*).
3. Turn on the drive by pressing the power switch on the back of the drive (*Fig. 04*).
4. Move on to the next step, section *2.2. Connecting the USB cable*.

CAUTION: Only use the AC adapter supplied with your specific LaCie hard drive. Do not use a power supply from another LaCie drive or another manufacturer. Using any other power cable or power supply may cause damage to the device and void your warranty.

Always remove the AC adapter before transporting your LaCie hard drive. Failure to remove the adapter may result in damage to your drive and will void your warranty.

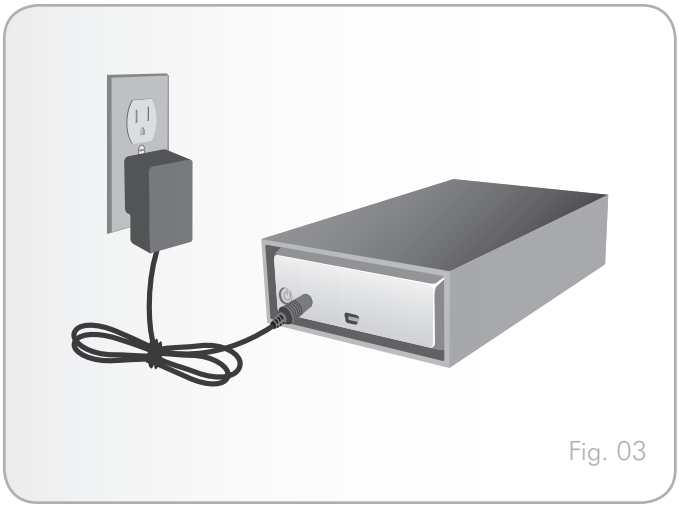


Fig. 03

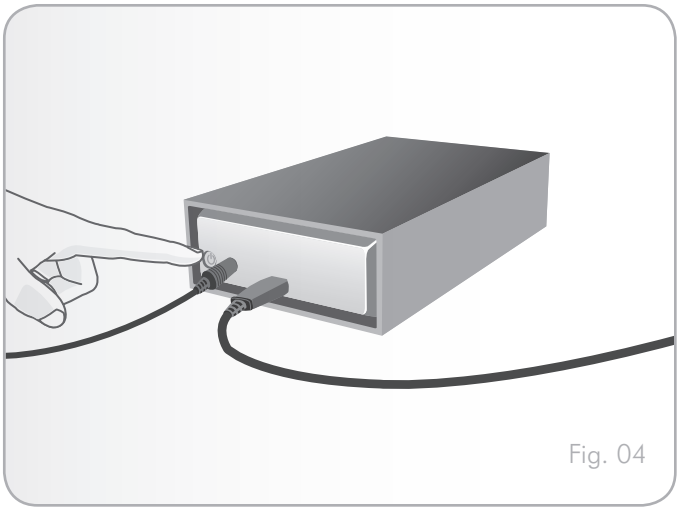


Fig. 04

2.2. Connecting the USB cable

1. Attach one end of the USB cable to an available USB 2.0 port on your computer (*Fig. 05*).
2. Connect the other end of the USB cable to the USB 2.0 port on the back of the LaCie Starck.
3. After a few seconds, the hard disk will mount on your computer and appear in My Computer/Computer (Windows users) or on your desktop (Mac users).
4. Proceed to section *2.3. Launching LaCie Setup Assistant*.

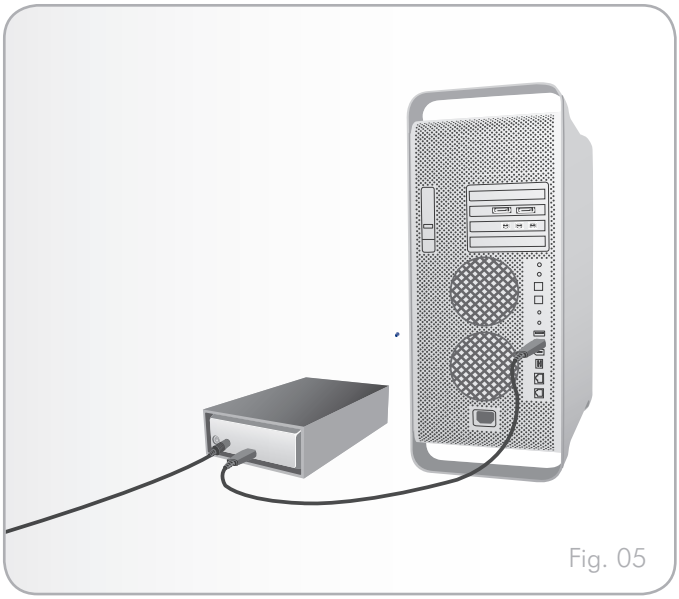


Fig. 05

2.3. Launching LaCie Setup Assistant

Before using your drive, LaCie Setup Assistant software must be launched to format your drive.

The Setup Assistant should only be run once, and will:

- Optimize your drive according to your needs
- Copy the manual and utilities from your drive onto your computer

IMPORTANT INFO: LaCie recommends that you copy the user manual and utilities onto your computer's internal hard drive or other medium when setup is complete.

To launch LaCie Setup Assistant:

Make sure that the drive is connected to your computer as described in sections *2.1* and *2.2*.

Windows users: double click on the LaCie drive icon in "My Computer" and then double click the LaCie icon.

Mac users: double click on the LaCie drive icon that appears on your desktop or Finder and then double click the LaCie icon.

The LaCie Setup Assistant will guide you through the process of optimizing your LaCie hard drive for your needs.

IMPORTANT INFO: If you do not launch LaCie Setup Assistant or if you quit LaCie Setup Assistant after formatting has begun, your drive will not be ready to use and will require manual formatting. The user manual and utilities will not be available on your drive and will have to be downloaded from the LaCie website: www.lacie.com.

TECHNICAL NOTE: The LaCie Setup Assistant does not prevent you from using your computer's native disk utility program to format or partition your LaCie drive. Simply follow the Setup Assistant through completion, then use your computer's native disk utility (Disk Management for Windows or Disk Utility for Mac) to reformat your drive. See section *3. Optional Formatting & Partitioning* for more information.

2.4. Configuring the Intelligent Surface

This unique product features an intelligent surface that can be configured to trigger an action when it is touched. This action is set using the LaCie Desktop Manager software. To establish an action, first make sure you have connected the drive and have run the LaCie Setup Assistant as described in sections 2.1, 2.2, and 2.3, then follow these steps:

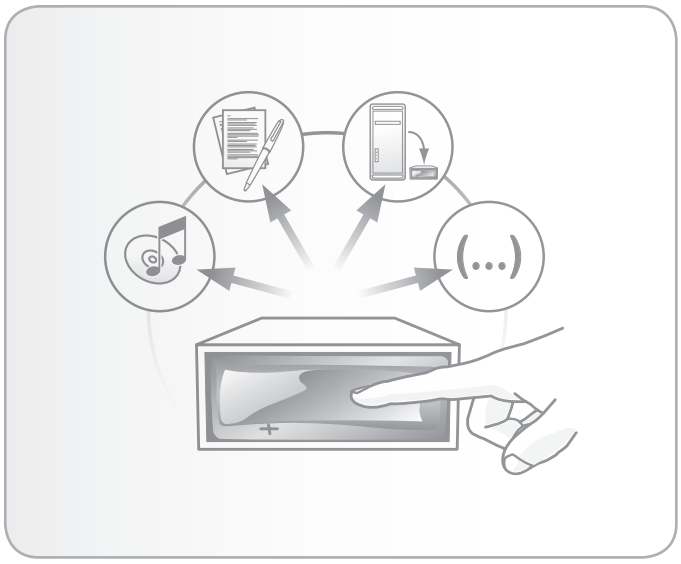
1. Install the LaCie Desktop Manager by double-clicking the drive icon in My Computer/Computer (Windows) or on the Desktop (Mac), opening the **Software** folder, then launching the installer located in the folder for your operating system.

TECHNICAL NOTE: If you have manually formatted the drive using your operating system's disk utility instead of or after running the LaCie Setup Assistant, you will need to download the LaCie Desktop Manager from the LaCie website.

2. When setup has completed, launch the LaCie Desktop Manager from the Start Menu (Windows) or the Applications folder (Mac).
3. When the LaCie Desktop Manager opens, select the Starck hard drive in the left-hand column (#3, *Fig. 07*).
4. Click the **Shortcut Button** icon (#4, *Fig. 07*).
5. In the main column, set an action for a **Button Click** and a **Button Long Click** (*Fig. 08*). Test the action if you wish, then close the LaCie Desktop Manager.

NOTE: The Starck hard drive cannot be encrypted using the LaCie Desktop Manager application.

NOTE: For more information on using this software, refer to the LaCie Desktop Manager User Manual.



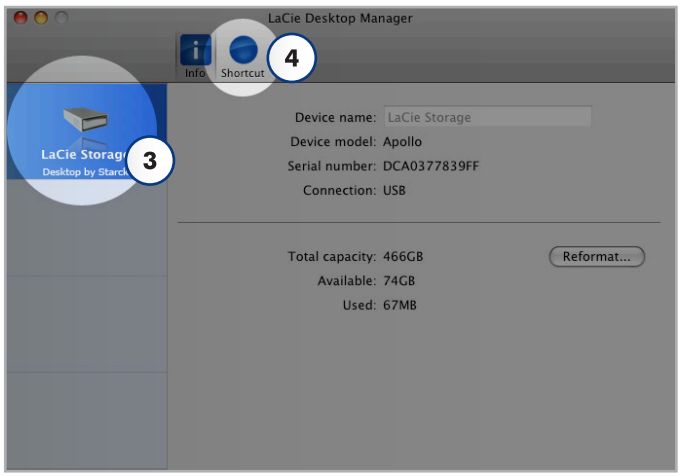


Fig. 07

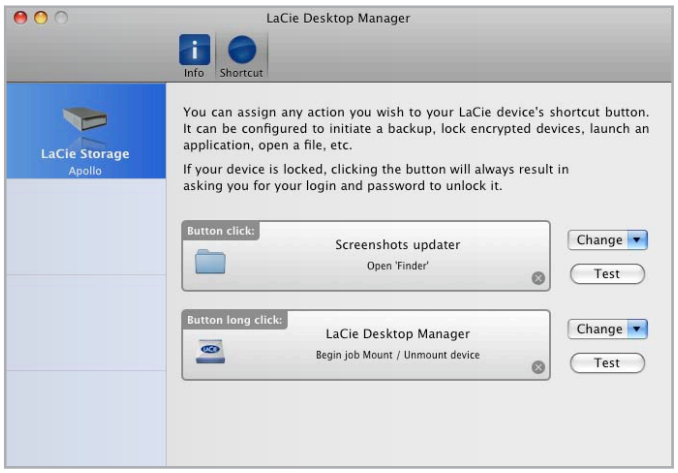

LaCie Desktop Manager
Info
Shortcut
LaCie Storage
Apollo
You can assign any action you wish to your LaCie device's shortcut button. It can be configured to initiate a backup, lock encrypted devices, launch an application, open a file, etc.
If your device is locked, clicking the button will always result in asking you for your login and password to unlock it.
Button click:
Screenshots updater
Open 'Finder'
Change
Test
Button long click:
LaCie Desktop Manager
Begin job Mount / Unmount device
Change
Test

Fig. 08

2.5. Disconnecting Your Hard Drive

External USB devices feature "plug & play" connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important to follow these steps when disconnecting your hard drive.

2.5.1. Windows Users

From the System Tray (located in the lower right-hand side of your screen), click the Eject icon (a small green arrow over a hardware image) (*Fig. 09*).

A message will appear, listing the devices the Eject icon controls (it should say, "Safely remove..."). Click on the drive you wish to disconnect.

This message will appear: "Safe to Remove Hardware" (or similar). It is now safe to disconnect the device.

Fig. 09 - Windows Users

2.5.2. Mac Users

Drag the hard drive icon to the trash (*Fig. 10*). (The icon pictured below is a generic USB device icon. Your drive may be represented by an icon that looks like the drive itself.)

When the icon disappears from the desktop, the drive can be disconnected.

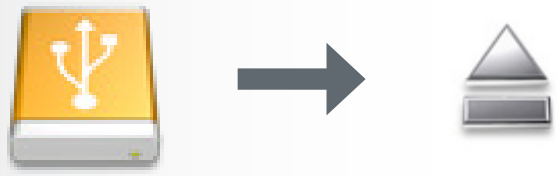


Fig. 10 - Mac Users

3. Optional Formatting & Partitioning

The first time you use your LaCie hard drive, the LaCie Setup Assistant formats your drive according to your needs. If your needs change, you can reformat your LaCie hard drive to optimize it for use with Windows or Mac, or for cross-platform use. For example, if you used LaCie Setup Assistant to format your drive to work with your Mac, but now you want to share your hard disk with Windows users, you can reformat it to FAT 32 (MS-DOS) for this purpose. To reformat your drive, follow the instructions in this section.

IMPORTANT INFO: Please copy the User Manual and utilities to your computer before reformatting. Reformatting will erase everything from the hard disk. If you have other data that you want to protect or continue to use, copy this information to your computer before reformatting.

What is Formatting?

When a disk is formatted, the following things occur: the operating system erases all of the bookkeeping information on the disk, tests the disk to make sure that all of the sectors are reliable, marks bad sectors (i.e., those that are scratched) and creates internal address tables that it later uses to locate information.

What is Partitioning?

You can also divide the hard disk into sections, called partitions. A partition is a section of the hard disk's storage capacity that is created to contain files and data. For instance, you could create three partitions on your drive: one partition for your office documents, one as a backup and one for your multimedia files. Or, if you will be sharing the drive with another person in your household or office, you can create a partition for each person who uses the drive. Partitioning is optional.

File System Formats

There are three different file system format categories: NTFS, FAT 32 (MS-DOS), and Mac OS Extended (HFS+). See the table, below, for more information.

Use NTFS if...

...you will be using the drive only with Windows 2000, Windows XP or Windows Vista (performance will generally be greater when compared to FAT 32). This file system is compatible in read only mode with Mac OS 10.3 and higher.

Use HFS+ if...

...you will be using the drive on Macs only; performance will generally be greater when compared to FAT 32. This file system is NOT compatible with Windows OS.

Use FAT 32 (MS-DOS) if...

...you will be using your drive with both Windows and Mac 10.3 or sharing the drive between Windows 2000 and Windows XP or Windows Vista. Maximum single file size is 4GB.

3.1. Windows Users

The process of formatting a drive on a computer running Windows 2000, Windows XP or Windows Vista consists of two steps: (1) installing a signature on the drive, and (2) formatting the drive. These steps will erase anything that is on the disk.

CAUTION: Following these steps will erase everything from the your hard drive. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Connect the drive to the computer via the interface port.
2. Right-click **My Computer** and select **Manage**.
3. From the "Computer Management" window, select **Disk Management** (located below the Storage group). See *Fig. 11*.
4. If the "Initialize and Convert Disk Wizard" window appears, click **Cancel**.
5. Windows will list the Hard Disks that are installed on the system. Locate the drive that is represented by the icon. Right-click the icon and select **Initialize**.
6. In the box to the right that says **Unallocated**, right-click and select **New Partition...**
7. On the first page of the "New Partition Wizard," click **Next**. See *Fig. 12*.

continued on next page...

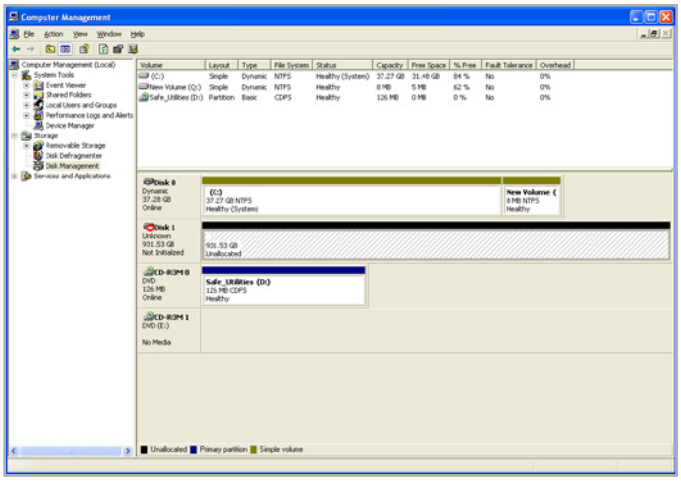


Fig. 11

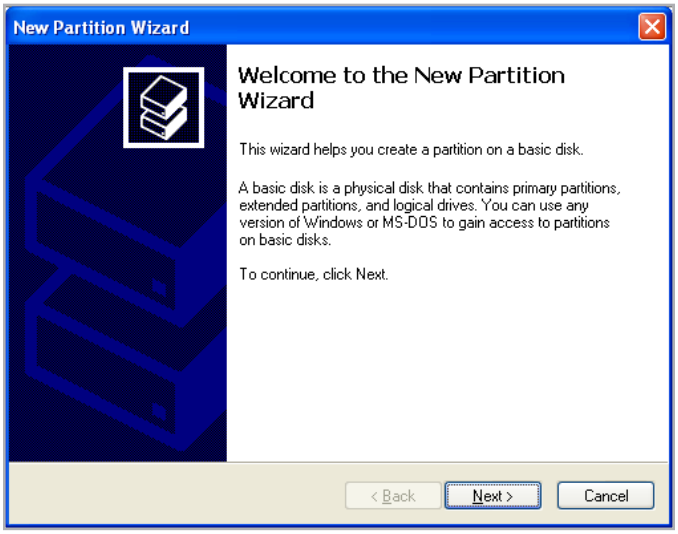

New Partition Wizard
Welcome to the New Partition Wizard
This wizard helps you create a partition on a basic disk.
A basic disk is a physical disk that contains primary partitions, extended partitions, and logical drives. You can use any version of Windows or MS-DOS to gain access to partitions on basic disks.
To continue, click Next.
< Back
Next >
Cancel

Fig. 12

8. Click **Next**.
9. Click **Next**.
10. Click **Next**.
11. Click **Next**.
12. On the Format Partition window, select **Quick Format**. Click **Next** (*Fig. 13*).

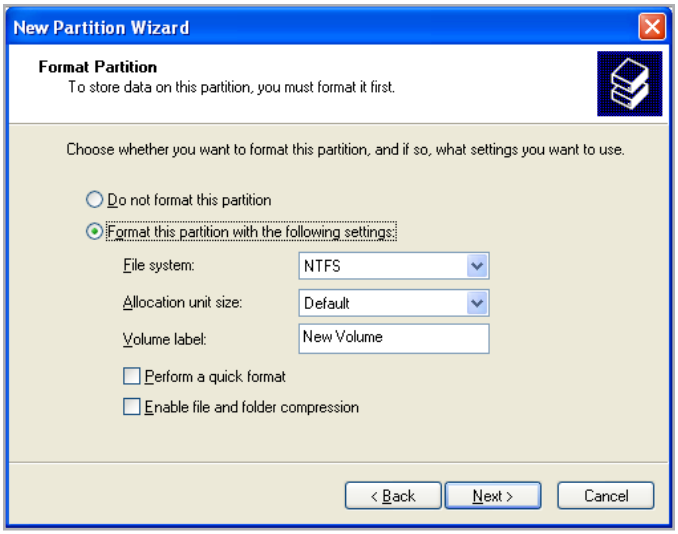

New Partition Wizard
Format Partition
To store data on this partition, you must format it first.
Choose whether you want to format this partition, and if so, what settings you want to use.
Do not format this partition
Format this partition with the following settings:
File system:
NTFS
Allocation unit size:
Default
Volume label:
New Volume
Perform a quick format
Enable file and folder compression
< Back
Next >
Cancel

Fig. 13

13. Click **Finish** to begin the formatting process.
14. Windows Disk Management will format and partition the disk according to your settings (*Fig. 14*), and your drive will appear in **My Computer**, ready to use.

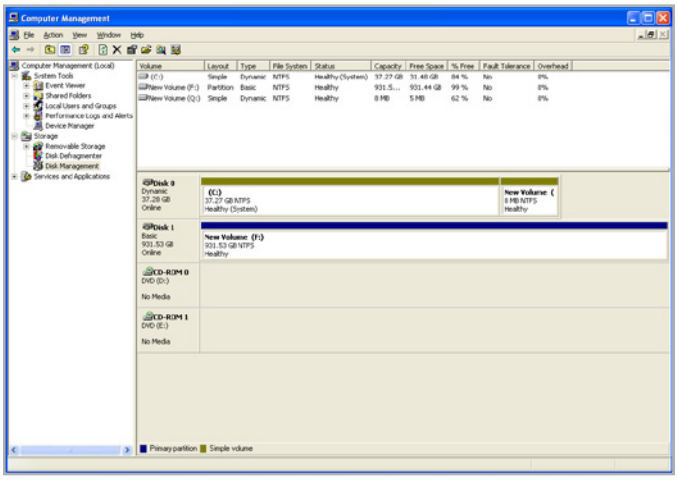


Fig. 14

3.2. Mac Users

CAUTION: Following these steps will erase everything from the your hard drive. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Connect the drive to the computer and turn on the drive.
2. Select **Utilities** from the Go menu in the Finder menu bar.
3. In the Utilities folder, double-click **Disk Utility**.
4. The Disk Utility window will open. Select the volume labeled **LaCie hard disk** from the list of available hard disks on the left side of the window (*Fig. 15*).
5. Select the **Partition** tab.
6. From the **Volume Scheme:** menu, choose the number of partitions you want to divide the drive into (Mac OS X gives you the option of dividing the drive into at most 16 partitions). You can adjust the size of each partition using the slide bar between the partitions in the **Volume Scheme:** area.
7. In the Volume Information section, enter a name for each volume (partition), choose the volume format.
8. Once you have finalized the volume options, click **Partition**. Click **Partition** again when the alert message appears to continue.
9. Mac Disk Utility will format and partition the disk according to your settings, and your drive will be ready to use.

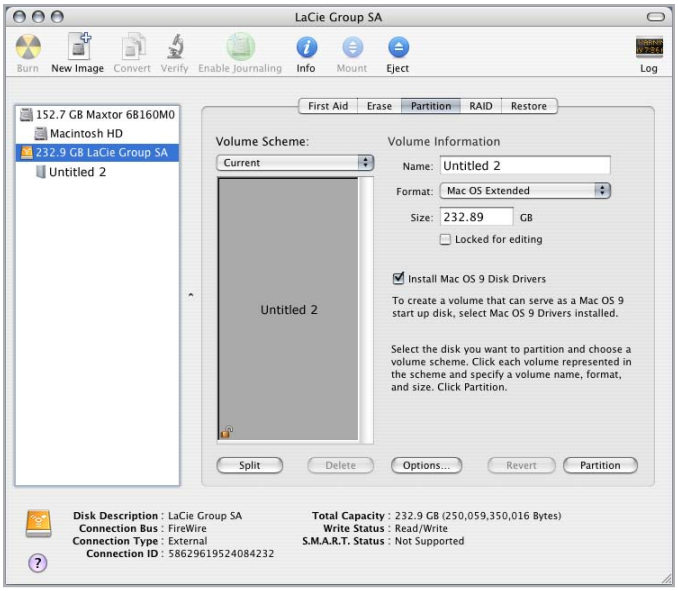


Fig. 15

4. Interface and Data Transfer Information

4.1. Cables and Connectors

4.1.1. USB 2.0 Cables and Connectors

USB is a serial input/output technology for connecting peripheral devices to a computer or to each other. Hi-Speed USB 2.0 is the latest implementation of this standard, and it provides the necessary bandwidth and data transfer rates to support high speed devices such as hard drives, CD/DVD drives and digital cameras.

Included USB Cable

Your LaCie drive is shipped with a mini Hi-Speed USB 2.0 cable, to ensure maximum data transfer performance when connected to a Hi-Speed USB 2.0 port. The cable will also work when connected to a USB 1.1 port, but drive performance will be limited to USB 1.1 transfer rates.

Fig. 16 – Mini USB Cable Ends

4.2. Data Transfers

A data transfer is the flow of data that accomplishes a task, usually related to moving data from storage to computer RAM or between storage devices. During data transfers, it's best to wait before launching other applications on the same USB 2.0 port. Anomalies may arise with computers that have USB 2.0 controllers that do not conform to OHCI (Open Host Controller Interface) standards. In any other configurations, we cannot ensure 100% correct operation.

If you experience hanging problems, proceed as follows:

1. Make sure that the USB 2.0 cable is connected tightly and securely on both ends of the cable, from the drive to the computer. If you are using a USB 2.0 cable other than the one supplied with your LaCie drive, check that it is certified.
2. Disconnect your computer's USB 2.0 cable. Wait 30 seconds. Reconnect.

TECHNICAL INFORMATION: Controller – A controller is a component or an electronic card (referred to in this case as a "controller card") that enables a computer to communicate with or manage certain peripherals. An external controller is an expansion card which fills one of the free slots (i.e. PCI or PCMCIA) inside your PC and which enables a peripheral (ex. CD-R/RW drive, scanner or printer) to be connected to the computer. If your computer is not equipped with a USB controller card, you can purchase an external controller through LaCie. Contact your LaCie reseller or LaCie Technical Support (section *6. Contacting Customer Support*) for more information.

4.3. Installing New Firmware

LaCie may periodically offer firmware updates for the hard disk. Visit LaCie's Web site, www.lacie.com, for the latest firmware update. For the procedure, please contact LaCie technical support.

5. Troubleshooting

If your LaCie hard drive is not working correctly, please refer to the following checklist to determine the source of the problem. If you have gone through all of the points on the checklist and your drive still does not work properly, please check the FAQs that are regularly published on our website – www.lacie.com. One of these FAQs may provide an answer to your specific question. You can also visit the downloads page, where the most recent software updates will be available.

If you need further assistance, please contact your LaCie reseller or LaCie Customer Support (see section *6. Contacting Customer Support* for details).

5.1. Manual Updates

LaCie strives to give you the most up-to-date, comprehensive user manuals available on the market. It is our goal to provide you with a friendly, easy-to-use format that will help you quickly install and utilize the many functions of your new device.

If your user manual does not reflect the configuration of the product you purchased, please check our website for the most current version of the user manual.

www.lacie.com

5.2. Mac Troubleshooting

Problem	Question	Solution
The drive is not recognized by the computer.	Does an icon for the drive appear on the desktop?	There should be an icon for the LaCie drive on the desktop. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	Check page *1.3. Minimum System Requirements* for more information.
	Did you follow the correct installation steps for the specific interface and operating system?	Review the installation steps in sections *2.1*, *2.2*, and *2.3*.
	Are both ends of the USB and power supply cables securely attached?	Check both ends of the USB and power supply cables to make sure they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
	Are your computer's USB buses working properly?	Open Apple System Profiler, expand the Hardware list and click on USB. If your device is not listed, recheck the cables and try the other troubleshooting tips listed here.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
The drive is not recognized by the computer.	Has the drive been formatted?	Make sure that the drive has been formatted properly. Please see section *3. Optional Formatting & Partitioning* for more details.
	Does your computer's operating system support the file system?	Check your computer's documentation and see section *3. Optional Formatting & Partitioning* for more information.
Error messages under Mac OS 10.x.	Did you get an "Error –50" message while copying to a FAT 32 volume?	When copying files or folders from Mac OS 10.x to a FAT 32 volume, file names with certain characters cannot be copied. These characters include, but are not limited to: ? < > / \ : Check your files and folders to ensure that these types of characters are not being used.
	Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?	Ignore this message. The drive will remount to the desktop. LaCie drives conserve power by spinning down when you set your computer to sleep mode, and when the computer is "revived" from sleep, it does not give the drive enough time to spin up from its sleep mode.
The drive is working slowly.	Are there other USB devices connected to the same port or hub?	Disconnect any other USB devices and see if the drive's performance increases.
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Are you operating in Mac OS 10.x?	Make sure that you are connecting the drive to your computer through a Hi-Speed USB 2.0 port. If your computer only has USB 1.0, , you will need to add a Hi-Speed USB 2.0 PCI or PC card to your computer in order to achieve maximum transfer speeds.

5.3. Windows Troubleshooting

Problem	Question	Solution
The drive is not recognized by the computer.	Has the drive been formatted?	Make sure that the drive has been formatted properly. Please see section *3. Optional Formatting & Partitioning* for more details.
	Does your computer's operating system support the file system?	Check your computer's documentation and see section *1.3. Minimum System Requirements*.
	Is there an icon for the drive in My Computer?	Go into My Computer and look for an icon and drive letter assigned to the LaCie drive. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	See section *1.1. Box Content* for more information.
	Did you follow the correct installation steps for the specific interface and operating system?	Review the installation steps on section *2.1. Turning the Drive On*.
	Are both ends of the USB and power supply cables securely attached?	Check both ends of the USB and power supply cables to make sure they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
The drive is working slowly.	Are there other USB devices connected to the same port or hub?	Disconnect any other USB devices and see if the drive's performance increases.
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Is the drive connected to a USB 1.1 port on your computer, or to a USB 1.1 hub?	If your drive is connected to a USB 1.1 port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB 1.1 transfer rates.
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, uninstall the drivers and re-install them.
	Does your computer or operating system support Hi-Speed USB 2.0?	See section *1.3. Minimum System Requirements*.

6. Contacting Customer Support

Before You Contact Technical Support

1. Read the manuals and review section *5. Troubleshooting*.
2. Try to isolate the problem. If possible, make the drive the only external device on the CPU, and make sure that all of the cables are correctly and securely attached.

If you have asked yourself all of the pertinent questions in the troubleshooting checklist, and you still can't get your LaCie drive to work properly, contact us at www.lacie.com. Before contacting us, make sure that you are in front of your computer and that you have the following information on hand:

Information	Where to Find Information
LaCie hard drive serial number	Located on a sticker at the back of drive or on the original packaging
Macintosh/PC model Operating system version Processor speed Computer memory	**Mac users:** Click on the Apple icon in the menu bar and select **About This Mac**. **Windows users:** Right click **My Computer** and select **Properties > General**.
The brands and models of other internal and external peripherals installed on your computer	**Mac users:** Click on the Apple icon in the finder bar and select **About This Mac**. Select **More Info...** The Apple System Profiler will launch and will list your internal and external peripherals. **Windows users:** Right click **My Computer** and select **Properties > Hardware.**

6.1. LaCie Technical Support Contacts

LaCie Asia, Singapore, and Hong Kong Contact us at: http://www.lacie.com/asia/contact/	LaCie Australia Contact us at: http://www.lacie.com/au/contact/
LaCie Belgium Contact us at: http://www.lacie.com/be/contact/ (Français)	LaCie Canada Contact us at: http://www.lacie.com/caen/contact/ (English)
LaCie Denmark Contact us at: http://www.lacie.com/dk/contact	LaCie Finland Contact us at: http://www.lacie.com/fi/contact/
LaCie France Contact us at: http://www.lacie.com/fr/contact/	LaCie Germany Contact us at: http://www.lacie.com/de/contact/
LaCie Italy Contact us at: http://www.lacie.com/it/contact/	LaCie Japan Contact us at: http://www.lacie.com/jp/contact/
LaCie Netherlands Contact us at: http://www.lacie.com/nl/contact/	LaCie Norway Contact us at: http://www.lacie.com/no/contact/
LaCie Spain Contact us at: http://www.lacie.com/es/contact/	LaCie Sweden Contact us at: http://www.lacie.com/se/contact
LaCie Switzerland Contact us at: http://www.lacie.com/chfr/contact/ (Français)	LaCie United Kingdom Contact us at: http://www.lacie.com/uk/contact
LaCie Ireland Contact us at: http://www.lacie.com/ie/contact/	LaCie USA Contact us at: http://www.lacie.com/contact/
LaCie International Contact us at: http://www.lacie.com/intl/contact/	

7. Warranty Information

LaCie warrants your drive against any defect in material and workmanship, under normal use, for the period designated on your warranty certificate. In the event this product is found to be defective within the warranty period, LaCie will, at its option, repair or replace the defective drive. This warranty is void if:

- The drive was operated/stored in abnormal use or maintenance conditions;
- The drive is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by LaCie;
- The drive was subjected to abuse, neglect, lightning strike, electrical fault, improper packaging or accident;
- The drive was installed improperly;
- The serial number of the drive is defaced or missing;
- The broken part is a replacement part such as a pickup tray, etc.
- The tamper seal on the drive casing is broken.

LaCie and its suppliers accept no liability for any loss of data during the use of this device, or for any of the problems caused as a result.

LaCie will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data.

Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, call LaCie Technical Support. You will be asked to provide your LaCie product's serial number, and you may be asked to furnish proof of purchase to confirm that the drive is still under warranty.

All drives returned to LaCie must be securely packaged in their original box and shipped with postage prepaid.

IMPORTANT INFO: Register online for free technical support: www.lacie.com/register